

PERFORMANCE MEASUREMENT COUNTIES

Advisory Meeting

March 13, 2002

Sacramento County

Department of Human Assistance

2007 19th Street

Sacramento, California

1. Welcome – Joeana Carpenter greeted everyone.
2. Agenda Review – Joeana went over the agenda items and asked for any additional items. Additional item regarding Oversampling was added.
3. Summary Review – Joeana asked if there were any additions or changes to the summary, and none was made.
4. Food Stamps – Michael Bowman-Jones described the transmittal process. He said that the transmittals are reviewed by state program if necessary. A draft of the transmittal is shared with PMCs for their input. He indicated that not until the transmittal is released with Joeana's signature is the transmittal official document. He also indicated that Cathy Rockdashil from San Diego had no longer been given access to Child Support and she wanted to know how if other counties are in this situation. Cathy elaborated that since the contract with Child Support Services had expired she had no means to verify support payment. Monterey County indicated that they sent a copy of the FCS 310 Handbook, which instructs QC to verify with CS to the supervisor. Tulare and Orange have fostered a working relationship with CS staff so they can access the information. Stanislaus uses the SIU to gain the information. Both Kern and Merced would talk with Cathy and provide some suggestions. Cathy thanked everyone for their help.
5. Food Stamp Federal Differences – Hector Hernandez distributed three handouts: Food Stamp Active Federal Difference Narrative 10/2000 – 9/2001, Incomplete Food Stamp Active Cases for FFY 2001 Preliminary Findings, and FS Active Drop Differences Preliminary Findings. Hector indicated that there was another subsample. He also said that the final active federal differences would be emailed to PMC.
6. Corrective Action – Rich Terwilliger shared the latest error rate information.
7. Food Stamp Case Rereviews – Lisa Kim said that the state's error rate has caught the attention of administrators at the highest level. She said other states were in the situation that California is currently in, and that with things looking grim now as with the other states things will get better. However, there will be challenges. Both Arizona and Washington pushed for and established error review panels. Something that is being

established in our state, so there is hope. Both states also took action to bring the systems people together with the QC staff to discuss issues. Lisa indicated that stepping back and looking at the system and working out issues with administration was a way those states made an impact on the error rates. The attitude that was paramount in communicating with administrator was that of helping people see how to make the system better. That communication was the most challenging aspect of recovery in those states. She is confident of the level of integrity of QC reviews conducted by PMC. She shared that one area that impacts error rates is the retrospective budgeting monthly reporting process. States that have implemented change reporting have significantly reduced the error rate. Lisa also expressed concern with going to quarterly reporting as she has seen great success with change reporting processes.

8. CalWORKs – Warren Ghens clarified that the sixty-month time on aid will come in December. He also indicated that the changing of the aid code is done in the Q5i and is not to be construed to mean that the aid code be change in the county system. He also talked about Military Duty and Time limits. All current eligibility rules and requirements regarding military service continue to apply. There is a draft of an ACL dealing with this and that no change has been made to the regulations regarding deprivation. Warren handed out a summary of the information.
9. Federal Logic Errors – Peggy Usrey handed out information on the errors related to time limits and work participation for the entire federal fiscal year. The information is to be used as means of identifying staff and implementing corrective action. Nancy said she liked the information.
10. QC Refresher Training – Michael Bowman-Jones said that the training topics will include the top five error classes as well as the topics requested by the PMC.
11. CalWORKs 2000 Data – Frank Andersen manager of the Trend Analysis Unit presented the characteristics of the CalWORKs population in the state. The information is published and most of which is derived from data collected by PMC. The publication is available on the CDSS web site.
12. Regional Reports – Gerry Greer indicated that topics of interest were answered at today's meeting.
13. Oversampling – Evalyn from Monterey County said that she that the case sample increased by ten cases. She has completed 330 cases, which is far beyond the standard. It was suggested that she contact Jim Anderson. PMC supervisors were advised to monitor their drop rates as this impacts the sample size.